

Freedom of Information Act Request – Reference Fol/13/334
HIV patients contact details

Request details

1. Do you have a dedicated number for HIV patients to telephone, or is it a general. GUM number?
2. Irrespective if you have a dedicated number or not would you be able to provide the following data for the following dates Monday 7th October, Tuesday 8th October, Wednesday 9th October.

please provide:

- Number of calls received
 - Number of calls answered
 - Numbers of calls abandoned
 - Staff available to answer calls.
3. Do you have a telephone policy in place to deal with calls for HIV patients ringing. To clarify is there an answering service, pager service or email address for correspondence

Response

1. No. Cardiff and Vale UHB provides general telephone numbers within the Integrated Sexual Health team for dealing with all enquiries, bookings, appointments.
2. The information recorded by Cardiff and Vale UHB between Monday 7th October 2013 and Wednesday 9th October 2013 the Integrated Sexual Health team received a total of 532 calls. We do not retain a record of the number of calls answered or abandoned. There are a total of six members of staff available to answer and deal with calls.
3. There is not a separate telephone policy in place to deal with calls for HIV patients, however all staff are provided with regular customer care and general patient confidentiality training. The training includes effective communication and effective call handling. There is no answering service or pager service; however there is a general Cardiff and Vale UHB email address for enquiries.